



# **SAN DIEGO COUNTY TRANSFER OF CARE REPORT JANUARY 2018**

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# San Diego County Transfer of Care Report, January 2018

## Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

**NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.**

**Transfer of Care Compliance:** TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

**Rankings:** San Diego County Emergency Departments are ranked based on the percent of offloads that are under 30 minutes. San Diego County Ambulance Response Zones are ranked by TOC compliance.

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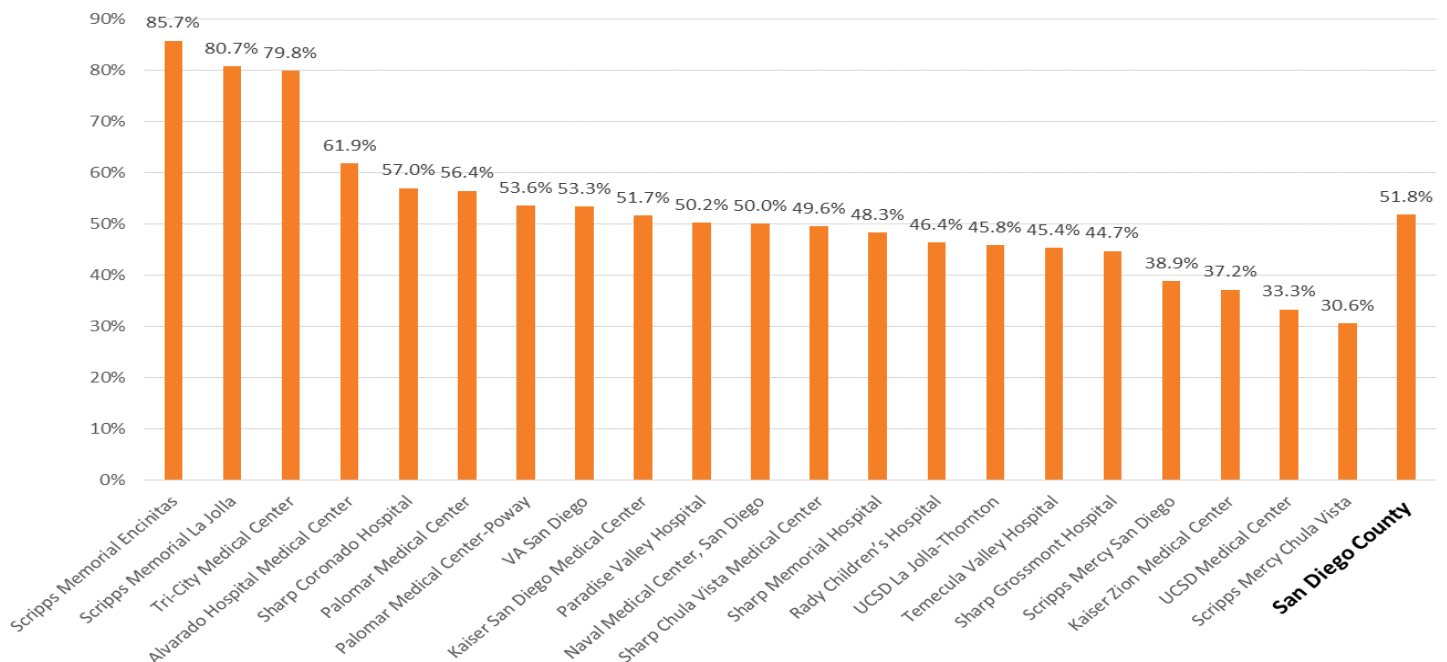
## Transfer of Care Data, Separated by San Diego County Emergency Department

**Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, January 2018**

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial Encinitas	1	889	85.7%	72.0%	13	36.2	65.8%
Scripps Memorial La Jolla	2	1,120	80.7%	69.2%	10	33.3	73.0%
Tri-City Medical Center	3	1,085	79.8%	59.9%	17	40.8	81.1%
Alvarado Hospital Medical Center	4	464	61.9%	44.8%	23	46.8	50.9%
Sharp Coronado Hospital	5	186	57.0%	38.7%	27	56.2	17.7%
Palomar Medical Center	6	843	56.3%	39.7%	26	55.7	56.9%
Palomar Medical Center-Poway	7	470	53.6%	34.3%	28	55.9	26.6%
VA San Diego	8	15	53.3%	13.3%	28	44.7	13.3%
Kaiser San Diego Medical Center	9	178	51.7%	31.5%	29	73.9	36.5%
Paradise Valley Hospital	10	460	50.2%	29.6%	30	51.6	32.2%
Naval Medical Center, San Diego	11	220	50.0%	25.5%	30	42.6	13.6%
Sharp Chula Vista Medical Center	12	694	49.6%	33.3%	30	63.6	45.8%
Sharp Memorial Hospital	13	1,689	48.3%	33.6%	30	46.1	34.0%
Rady Children's Hospital	14	418	46.4%	23.9%	30	45.3	16.3%
UCSD La Jolla-Thornton	15	142	45.8%	31.7%	30	47.6	25.4%
Temecula Valley Hospital	16	194	45.4%	27.3%	31	59.7	36.1%
Sharp Grossmont Hospital	17	1,946	44.7%	26.5%	32	72.6	39.9%
Scripps Mercy San Diego	18	1,643	38.9%	26.9%	30	49.8	29.5%
Kaiser Zion Medical Center	19	767	37.2%	20.3%	32	67.6	30.2%
UCSD Medical Center	20	1,342	33.3%	16.5%	31	48.1	21.2%
Scripps Mercy Chula Vista	21	886	30.6%	10.6%	34	57.5	8.9%
San Diego County Total		15,651	51.8%	35.2%	29	52.4	40.4%

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

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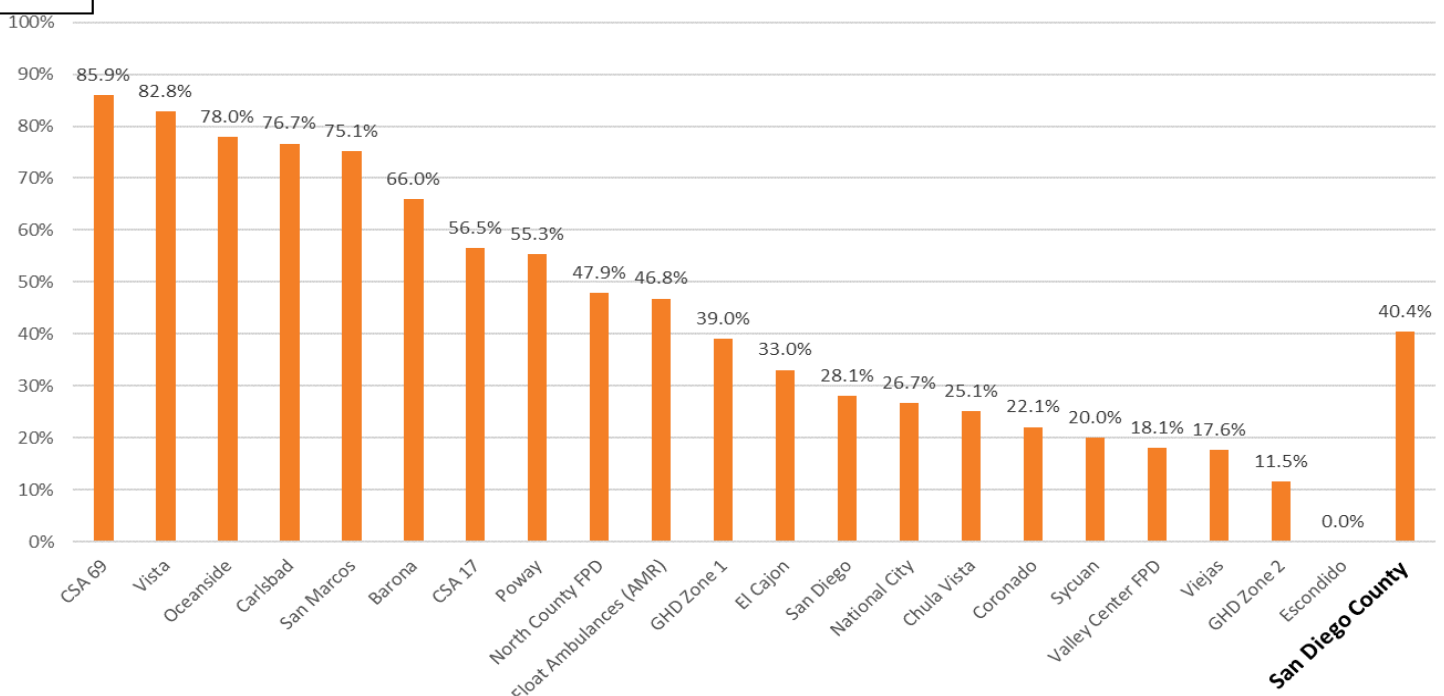
## Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

**Table 2. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, January 2018**

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
CSA 69	1	811	80.3%	63.9%	15	42.5	85.9%
Vista	2	577	80.1%	62.4%	17	39.0	82.8%
Oceanside	3	654	80.0%	61.3%	15	41.1	78.0%
Carlsbad	4	377	93.9%	81.7%	11	25.4	76.7%
San Marcos	5	515	66.8%	52.0%	19	52.0	75.1%
Barona	6	47	66.0%	46.8%	21	77.3	66.0%
CSA 17	7	455	84.4%	64.0%	16	36.3	56.5%
Poway	8	197	71.6%	53.8%	18	47.8	55.3%
North County FPD	9	242	48.8%	31.8%	30	63.4	47.9%
Float Ambulances (AMR)	10	515	49.9%	31.3%	30	62.4	46.8%
GHD Zone 1	11	939	51.8%	31.4%	29	65.9	39.0%
El Cajon	12	893	40.4%	21.2%	35	67.8	33.0%
San Diego	13	7,136	41.9%	27.9%	30	45.5	28.1%
National City	14	465	50.8%	26.5%	30	57.1	26.7%
Chula Vista	15	1,337	42.3%	21.8%	34	64.4	25.1%
Coronado	16	77	72.7%	48.1%	20	52.3	22.1%
Sycuan	17	15	40.0%	20.0%	32	94.0	20.0%
Valley Center FPD	18	232	31.5%	17.2%	40	68.2	18.1%
Viejas	19	34	8.8%	8.8%	61	111.8	17.6%
GHD Zone 2	20	130	52.3%	25.4%	29	64.7	11.5%
Escondido	21	3	33.3%	0.0%	31	43.7	0.0%
San Diego County Total		15,651	51.8%	35.2%	29	52.4	40.4%

**Figure 2**

**TOC Compliance by San Diego County Ambulance Response Zone**



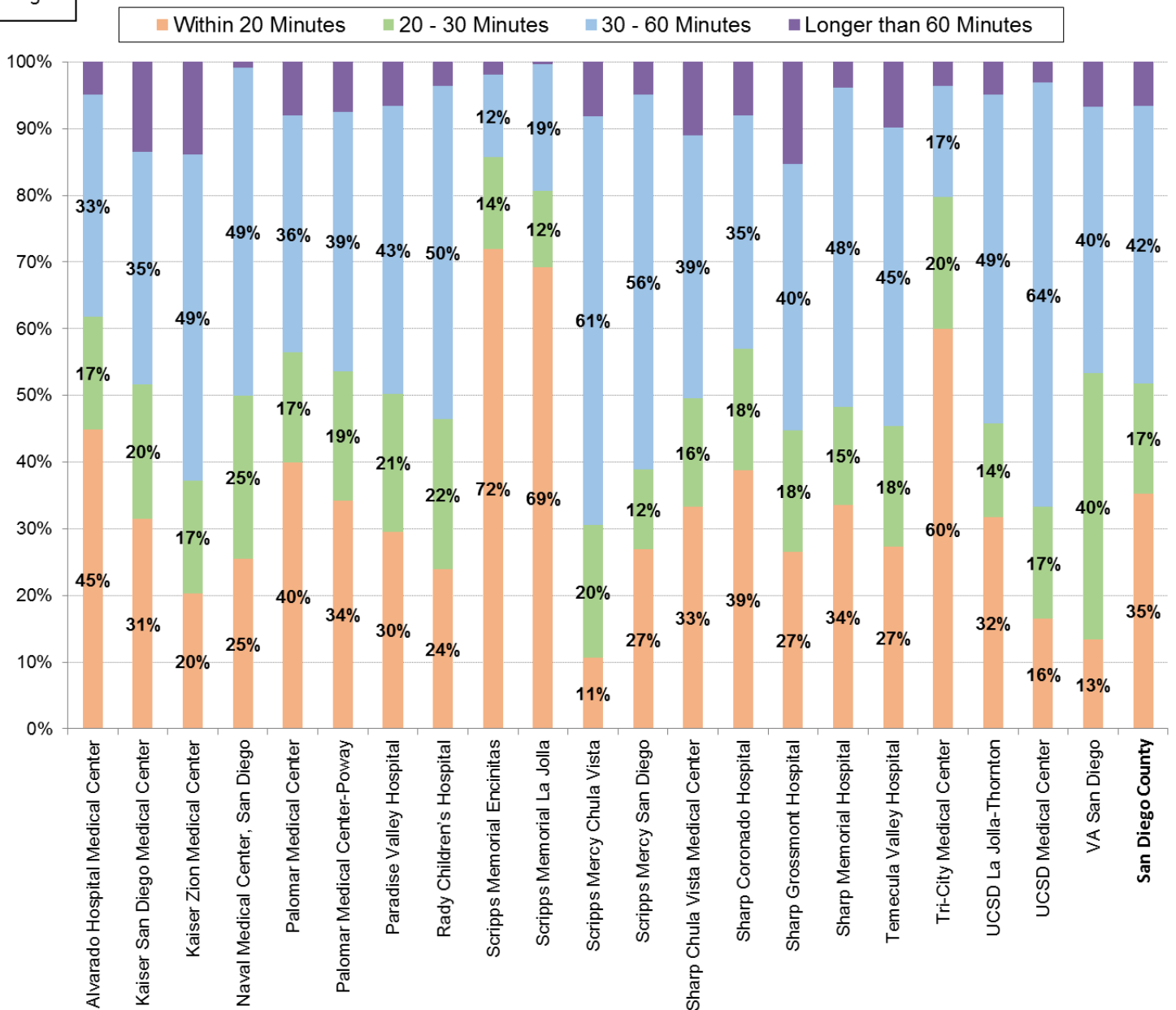
Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

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## Transfer of Care Data by Patient Offload Time Category

Figure 3

Distribution of Offload Times by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.